

## DOCUMENT RESUME

ED 411 793

IR 056 617

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TITLE Outsourcing Library Technical Services Operations: Practices in Academic, Public, and Special Libraries.  
INSTITUTION American Library Association, Chicago, IL.  
ISBN ISBN-0-8389-0703-2  
PUB DATE 1997-00-00  
NOTE 239p.  
AVAILABLE FROM American Library Association, 155 North Wacker Dr., Chicago, IL 60606-1719 (\$34.20 members; \$38 nonmembers.)  
PUB TYPE Books (010) -- Guides - Non-Classroom (055)  
EDRS PRICE Document Not Available from EDRS.  
DESCRIPTORS Academic Libraries; \*Case Studies; Cataloging; Database Management Systems; Document Delivery; Higher Education; \*Library Collection Development; Library Services; \*Library Technical Processes; Public Libraries; Special Libraries  
IDENTIFIERS HTML; \*Outsourcing

## ABSTRACT

This book provides a resource to technical services managers in presenting and evaluating case studies of outsourcing programs in academic, public, and special libraries of the United States and Canada. A comprehensive overview of the options, outcomes, and assessments of outsourcing is offered; thus providing ways of managing contractual services with vendors and of integrating such services into library settings. Among the outsourced activities explored are authority control, book selection, collection replacement, computer support, database maintenance, document delivery, foreign-language cataloging, HTML editing, item record creation, and both original and copy cataloging. Each experience is examined from the perspective of its original objectives, effectiveness, operational success, problems, and outcomes. An extensive bibliography provides additional resources on outsourcing. (AEF)

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